August 2012 Volume 4, Issue 8

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Contact DelaWELL

www.delawell.delaware.gov 1-800-556-6106

EMAIL: Employee.wellness@state.de.us

Alere

https://delawell.alerehealth.com 1-866-674-9103

Contact Statewide Benefits Office

www.ben.omb.delaware.gov 1-800-489-8933 OR (302) 739-8331

Benefits News...

Blue Cross Blue Shield of Delaware is NOW Highmark Blue Cross Blue Shield Delaware (Highmark Delaware)

Blue Cross Blue Shield of Delaware has changed its name to Highmark Blue Cross Blue Shield Delaware (Highmark Delaware) to reflect their affiliation with Pennsylvania-based Highmark, Inc., which was approved by the State's Department of Insurance in 2011.

Their current relationships with members and providers will remain the same, and their employees will continue to provide the same high level of service that members and providers have come to expect.

As part of this introduction, Highmark Delaware has launched a comprehensive advertising campaign, so you may see the Highmark Delaware truck passing through Delaware. The truck is stopping at different locations in the state so that you can learn more about Highmark Delaware. Giveaways, health screenings, interactive demonstrations, games and wellness information for visitors are part of the truck tour.

Moving forward, Highmark Delaware will continue to provide updates to their new web address at www.highmarkbcbsde.com. Put them on your favorite list.

Remember, a new Identification (ID) Card was issued to members because the prefix (the three letters that precede the six digit ID number) changed for some members effective July 1, 2012. Members enrolled in the Blue Care HMO have a new prefix of "SAI". Members of the Special Medicfill Plan have a new prefix of "SDE". Members of other plans, CDH Gold, PPO Comprehensive, and First State Basic were also issued a new ID card, however, their prefix did not change.

To ensure claims process correctly, destroy your old ID card and use your new ID card for all services at physician's and therapist's offices, hospital, clinics, labs, etc. You should show your ID card each time you or a family member receives services.

If you have not yet begun to use your new ID card, please do so today. If you did not receive your new ID card or need an additional card, please contact Highmark Delaware's Customer Services at 1-800-633-2563 or 302-429-0260. Should you have other concerns, please contact the customer service staff at the Statewide Benefits Office at 302-739-8331 or 1-800-489-8933.

REMINDER about Laboratory Services

- Aetna members: The participating provider is Quest Diagnostics.
- <u>Highmark Blue Cross Blue Shield Delaware</u> (formerly Blue Cross Blue Shield of Delaware), members:
 The participating provider is Lab Corp.

Members of Aetna's HMO Plan or Highmark Blue Cross Blue Shield Delaware's HMO/IPA/Blue Care Plan are responsible for the entire cost when using a non-participating provider. Members of other health care plans, when using non-participating providers, may be balance billed the difference between the charged amount and the allowed amount. To locate a lab near you visit http://ben.omb.delaware.gov/medical.

MEDCO'S NAME IS CHANGING TO EXPRESS SCRIPTS

Medco Health Solutions, Inc. merged with Express Scripts in April 2012, and the combined company will now be known as Express Scripts.

- Members will begin seeing the Express Scripts name and logo on communications effective September 1, 2012.
- You may continue to see the Medco name on certain communications until the renaming process is completed.

IMPORTANT! Your prescription benefits have not changed!

- Continue to refill your prescriptions as you normally would by using your current Medco prescription drug ID card, refill order forms, use of Medco's toll-free member services telephone number on your ID card and additional information is available from Medco's website at www.medco.com.
- The Medco Pharmacy mail order service and communications regarding mail order prescriptions will not show a name change on September 1, but are likely to change in the future.
- The Accredo specialty medication mail order service and communications regarding these prescriptions will also not show a name change on September 1, but are likely to change in the future.
- At this time, there are no changes to the Medco network and State of Delaware members will be able to continue to use Walgreens.

Questions: please contact the customer service staff at the Statewide Benefits Office at 302-739-8331 or 1-800-489-8933 or visit http://ben.omb.delaware.gov/script/index.shtml.



Medco Member Services: 1-800-939-2142

COMING SOON: DelaWELL's Smart Start Challenge (September 10 – October 14, 2012)



Get every day off to a Smart Start by building three health-promoting activities into your daily lifestyle: Getting enough sleep, eating a healthy breakfast and doing 15 minutes or more of physical activity.

How the Challenge Works:

- Get 1 point for each smart start step to start your day.
- Your goal is to try and accumulate at least **75 points** during the challenge.

Challenges are designed to help you put healthy habits into practice to improve your health or maintain good health. Challenges do <u>not</u> count toward Dela*WELL* Rewards. **Get started September 10**th **by logging on the Dela***WELL* **Health Portal (https://delawell.alerehealth.com)!**

Achieve Your Best Health NOW With DelaWELL And Earn A Reward (\$100 Or \$200)



Program Year: July 1, 2012 through May 31, 2013

A journey toward good health starts with small steps, by setting realistic health and wellness goals. Whether you want to lose weight, become more active, quit smoking, manage your stress, improve your nutrition or maintain a healthy lifestyle, DelaWELL Rewards your efforts!¹

Just Getting Started?

Visit the **DelaWELL Health Portal** at https://delawell.alerehealth.com to register and set up your personal profile. In just a few minutes, you'll set up your own username and password to keep your information secure.

Earning the DelaWELL \$200 Gold Level Reward Is As Easy As 1-2-3:

- 1) <u>Know Your Numbers</u>: Participate in a **DelaWELL Health Screening** to be held at various locations throughout the state NOW through November 2012 and January through April 2013. Once logged in, click on the links on the left side of the DelaWELL Health Portal (https://delawell.alerehealth.com) for more information, including a screening calendar and to sign up for an appointment.
- **2)** <u>Get A Plan</u>: Complete your confidential online **Wellness Assessment** questionnaire for 2012-2013 by visiting the Dela*WELL* Health Portal (https://delawell.alerehealth.com). In just 15-20 minutes, you will get your Wellness Score and personalized report with recommendations for healthy steps you can take to reach your goals. Current members can view their past wellness assessment results to measure progress and health changes.

3) Join a Program:

- NEW! Enroll in a worksite or online Weight Watchers Program!² Visit the DelaWELL Health Portal at https://delawell.alerehealth.com to learn more and get started.
- Or, actively participate in an Alere Health Coaching Program or Condition Care Program.² to get the support and tools you need to make a healthy change or maintain your health. Visit the DelaWELL Health Portal (https://delawell.alerehealth.com) or call 1-866-674-9103 to find out more and enroll today.

DelaWELL Rewards Your Efforts!

• SILVER LEVEL: Complete Steps 1 and 2 to earn \$100!

<u>OR</u>

GOLD LEVEL: Complete Steps 1 and 2 and 3 to earn \$200!

NEW – "Early Bird Payment" Complete Steps 1 and 2 by October 15, 2012 and get your Silver Level Reward in December 2012!

DelaWELL Health Portal - https://delawell.alerehealth.com 1-866-674-9103

DelaWELL Silver Level Reward amounts earned between July 1, 2012 and October 15, 2012 will be paid in December 2012. DelaWELL Silver Level Reward amounts earned between October 16, 2012 and May 31, 2013 and all DelaWELL Gold Level Reward amounts earned between July 1, 2012 and May 31, 2013 will be paid in July 2013. Employees who earn a reward will receive a cash incentive included as part of their pay in either their December 2012 or July 2013 pay, as appropriate. State non-Medicare eligible pensioners who earn a reward will have it applied toward either their December 2012 or July 2013 pension check, as appropriate. Rewards are NOT offered to spouses, dependents or participating group members (with the exception of University of Delaware and Delaware Transit Corporation employees). Both the Wellness Assessment and Health Screening are required to earn rewards. All activity requirements must be met no later than May 31, 2013.

Qualification for a Health Coaching or Condition Care program is determined by the results of your Wellness Assessment or healthcare claims.

Participants must enroll in and participate in a Health Coaching program or Condition Care program or complete one of the two Weight Watchers program options to complete Step 3 and qualify to earn the \$200 Gold Level Reward. Your Health Coach will validate completion, and credit will automatically be awarded upon meeting the criteria of completing 8 interactions (i.e., phone call, email or online conversation) with a coach during the first 6 months after enrollment, as well as completing a follow-up health coaching survey. Credit will be awarded to participants of a Condition Care Program who keep scheduled phone calls with their Alere nurse care manager throughout the program year to meet completion criteria. Participants must email or fax their completed Reimbursement Form (Along with the required Billing History proof of purchase) to Weight Watchers by April 15, 2013, in order to receive credit towards the DelaWELL \$200 Gold Level Reward.

Earn Credit Towards The DelaWELL 2012-2013 \$200 Gold Level Reward By Purchasing A Weight Watchers Offering (Available NOW through April 15, 2013)



The State of Delaware is committed to helping you achieve your weight-loss goals and improve your overall health by offering **credit towards the DelaWELL 2012-2013 \$200 Gold Level Reward** if you purchase a Weight Watchers offering listed below.

See the DelaWELL Health Portal (https://delawell.alerehealth.com) for more information on the 2012-2013 DelaWELL Program, special purchase instructions for the Weight Watchers offerings, Weight Watchers frequently asked questions, and the Weight Watchers reimbursement form.

To purchase a Weight Watchers Offering: Once logged onto the DelaWELL Health Portal (https://delawell.alerehealth.com) click on the "Sign Up Here" link located on the left menu under Weight Watchers. This will take you to the Weight Watchers Registration Page where you will need to enter the designated State of Delaware Employer ID: 60857 and Passcode: delawell.

You will be able to choose an offering that best suits your specific lifestyle and preference:



1) Weight Watchers Meetings with Monthly Pass

With Monthly Pass you can get the convenience of Weight Watchers meetings in your workplace and unlimited meetings in your local community. Get our lowest price per week *and* FREE eTools, our internet weight loss companion that helps you stay on track between meetings. This membership also gives you access to FREE smart phone and iPad applications.

2) Weight Watchers Online subscription

With Weight Watchers Online, you can follow the plan step-by-step entirely online with interactive tools and resources like a weight tracker, progress charts, restaurant guides and much more. It is available in two versions specifically designed for men and women with tailored content that speaks directly to each audience. This application also gives you access to FREE smart phone and iPad applications.



Weight Watchers Offering	Weight Watchers Special Pricing
Meetings with Monthly Pass (You must purchase a minimum of 3 consecutive months of membership to receive credit towards the Gold Level Reward)	\$36.50 per month
Weight Watchers Online (You must purchase a minimum of 6 consecutive months of subscription to receive credit towards the Gold Level Reward)	\$16.10 per month

To qualify for the credit towards the 2012-2013 DelaWELL \$200 Gold Level Reward:

Weight Watchers discounts and Dela WELL Rewards are available to benefit eligible state agency, school district, charter school, and higher education employees, as well as state non-Medicare eligible pensioners, who are currently enrolled in a State of Delaware Group Health Plan. The discounts and rewards are NOT offered to spouses, dependents or participating group members (with the exception of the University of Delaware and Delaware Transit Corporation employees). Weight Watchers participants must complete the Online Wellness Assessment and Biometric Health Screening along with the required Weight Watchers purchase to be eligible for the 2012-2013 Dela WELL Gold Level Reward. Participants must email or fax their completed Reimbursement Form (Along with the required Billing History proof of purchase or Lifetime member card) to Weight Watchers by April 15, 2013, in order to receive credit towards the Dela WELL \$200 Gold Level Reward. If you are mailing in your Reimbursement Form please account for the delivery time needed to reach the Weight Watchers Reimbursement Center, so your form is received by the April 15th deadline. Reimbursement Forms received after April 15th will not be accepted. All Dela WELL Gold Level Reward amounts will be paid in July 2013.

Register For The Upcoming DelaWELL University Onsite Health Seminars



The onsite health seminars are offered from 12-1pm and 4-5pm at various locations throughout the state. To register for a seminar date, time and location that is convenient for you, please visit www.delawell.delaware.gov and click on the "DelaWELL University Onsite Health Seminars" link:

September 2012 Onsite Health Seminar Topic: "Healthy Aging: You Have Control Of The Lifestyle You Lead"

September is Healthy Aging Month. Aging and body change is inevitable; however, each and every one of us has control of the life and lifestyle we lead. In this session, we will take the mystery out of healthy aging and identify strategies that each of us can embrace in an effort to keep us healthier longer and reduce our risk of developing many common conditions.

October 2012 Onsite Health Seminar Topic: "Hey Stress, We Need To Talk: Be A Stress Buster
 And Live A More Positive Life"



Everyone faces ups and downs in their lives. Some stressors are personal and some are professional. Regardless of the name tag or the name on the office door, regardless of the paycheck or the bankroll, everyone experiences adversity from time to time. At this seminar you will learn about re-examining your stress reactions and responses, improving life's vision, turning life's adversity into advantage, stress resiliency, fighting stress with healthy habits, tips for cultivating contentment, creating a "stress reduction" action plan and simple and effective relaxation techniques.

November 2012 Onsite Health Seminar Topic: "Diabetes: Lower Your Risk And Avoid Complications"



Diabetes mellitus, or simply, diabetes, is a group of diseases characterized by high blood glucose (sugar) levels that result from defects in the body's ability to produce and/or use insulin. Not sure what that means? This seminar is the place to find out.

Please continue to check the DelaWELL website for 2013 Health Seminars.

Nurse 24 - You Have Direct Access To A Registered Nurse 24 Hours A Day, 7 Days A Week



You can reach Alere® toll free at (**1-866-674-9103**) for Dela*WELL* program questions, comments, concerns and **Nurse 24**.

Nurse24 provides you direct access to a registered nurse to answer health-related questions 24 hours a day, 7 days a week, 365 days a year. Nurse24 also provides you with a convenient way to get information on routine illness and minor injury and to help you make wise choices in how to use your healthcare dollars to get the most appropriate care for your health situation.

Your calls are completely confidential!



Motivation Station: Employee Spotlight

"The DelaWELL Rewards Program, where you can earn up to \$200, is not only a nice perk but could be a lifesaver or life changer! In my case, it actually saved my life."

Jeanne Brennan

Social Service Technician
Department of Services for Children,
Youth, and Their Families (DSCYF)

July 2012



"I have found the DelaWELL programs to be invaluable! The DelaWELL Rewards Program, where you can earn up to \$200, is not only a nice perk but could be a lifesaver or life changer! In my case, it actually saved my life.

It all started when I turned 51. At that point, it seemed like some sort of expiration date was triggered and everything was going wrong with me all at once. I was gaining weight, feeling very sluggish and sickly all the time. Then, I started having chest and back pains and trouble catching my breath while climbing stairs, exercising or walking. I was attributing these to being overweight and out of shape. No matter what I did, my diabetes was getting out of control and my numbers were increasing. In addition, my blood pressure, cholesterol and triglycerides were skyrocketing. To top it all off, I wasn't sleeping. I was tossing and turning and waking up with asthma attacks. I felt like I was spiraling out of control and needless to say, I was scared and extremely stressed. The thought of not being here to see our sons and grandkids grow up was more than I could bear. The Dela WELL programs have helped me take the first steps toward getting control back of my health.

To begin, I went on the DelaWELL Health Portal and took the online Wellness Assessment and then I went to a DelaWELL Health Screening. I started accessing the DelaWELL Health Coaching Program, Condition Care Program, Weight Loss Program and Healthy Heart Program. I also had some blood work, various tests and doctor exams. It all lead to finding out that I have Congenital Supravalvular Pulmonary Stenosis, angina, a complex cyst on my ovary, liver problems, severe sleep apnea, uncontrolled diabetes and a melanoma cancer scare!

I am currently being treated for all of my ailments and crossing them off my 'Improved Quality of Life List' as I go. I have learned so much from DelaWELL's online health seminars for managing cholesterol, triglycerides and high blood pressure, the nutrition website links and the BMI and health calculator. To show you how connected the website is — I received a "Drug Alert' from DelaWELL...Not my doctor- not my pharmacy! I could have had a drug interaction, but the DelaWELL Program was there to save me again! The Activity Center on the DelaWELL Health Portal to track all my appointments, tests, etc. is so helpful with all I have going on. I love the healthy menus, progress trackers and the physical activity tracking logbook. They help me to stay on course and achieve my goals.

So, I am very grateful that this program was offered to me through my job. The support and guidance is great! My Health Coach, Dan, was so helpful and encouraging. I can't tell you how important it is to have that email of encouragement come through at what seems to be the exact right time you need it! I have really enjoyed the DelaWELL website success stories as well. Those stories give me hope and are so inspiring. I believe in positive thinking. Your mind can be your worst enemy or a positive tool. Positive thinking can help you overcome any hurdle that you are facing. One positive affirmation I like to say is: "Nobody can go back and start a new beginning, but anyone can start today and make a happy ending." The support and encouragement I have received is priceless and greatly appreciated. My whole family is so thankful!"

Has the DelaWELL program impacted your overall health? Do you have a success story that will encourage your co-workers along their path to wellness? If so, we would like to hear from you! Send us an e-mail at Employee.Wellness@state.de.us for possible posting in an upcoming edition of WellAWARE and on the DelaWELL website.

To read more participant health testimonies, visit www.delawell.delaware.gov and click on the "Motivation Station" link.

Healthy Recipe



When tomatoes are in season, there's no excuse for serving jarred salsa. The real thing is so easy!

Takes Under 30 minutes Makes 3 1/2 cups (28 oz/840g)

INGREDIENTS:

- 4 medium vine-ripened tomatoes
- 1/2 cup (2 1/2 oz/75 g) chopped onion
- 2 tablespoons thinly sliced green onions
- 1-2 tablespoons seeded and minced jalapeño pepper
- 1 tablespoon chopped fresh cilantro Juice of 1 lime
- 1 tablespoon water
- 1/8 teaspoon sea salt

PREPARATION:

- 1.To make tomatoes easy to peel, bring a saucepan of water to a boil. Core tomatoes and cut an X on the bottom. Place in boiling water for 1 minute. Remove to a bowl of cold water.
- When tomatoes are cool enough to handle, remove skins. Cut tomatoes in half and remove seeds.
- 3. Dice tomatoes.
- 4.In a bowl, combine diced tomatoes, onions, green onions, jalapeños, cilantro, lime juice, water and salt.

NUTRITIONAL

INFO

PER SERVING

5 Calories

0.1g Fat

Og Saturated fat

Og Protein

1g Carbohydrate

0.3g Fiber

12mg Sodium

For more great healthy recipes, visit the DelaWELL Health Portal at https://delawell.alerehealth.com.



The Fitness Guru Says...

Question of the Month: "What is a simple stress-busting pickme-up?"

Dear Employee,

LOL! That's right, **L**augh **O**ut **L**oud. Sometimes life can feel pretty overwhelming when juggling responsibilities and activities at home and work. This might seem like a crazy idea, but now is the time for you to laugh.

The simple act of laughing can tell your brain to produce chemicals that do some great things in your body like lower your risk for heart attacks, increase blood circulation and boost your immune system to help fight off infection. Laughter is something you can do for yourself, like getting exercise or watching what you eat. Here are a few tips on how to get in a good laugh:

- Watch a funny movie or read a funny book
- Spend time with the world's leading experts on laughter: Children
- Surround yourself with things that make you laugh. For example, print out a funny quote and place it on your desk at work or in your car.

Best of Health! F.G. (a.k.a. Fitness Guru)

When Is The Last Time You Had A Preventive Exam?

All adults should visit their healthcare provider from time to time, even if they are healthy. The purpose of a preventive exam is to:

- Screen for diseases
- Assess health risks
- Encourage a healthy lifestyle
- Keep vaccinations current
- Develop a relationship with a doctor in case of an illness

Example preventive exams include:

- ✓ Blood pressure screening
- ✓ Cholesterol screening
- ✓ Dental exam
- ✓ Eye exam
- ✓ Immunizations



Additional screenings vary by age and gender, so consult your healthcare provider.

DelaWELL is offering FREE Health Screenings throughout the state NOW through November 2012 and January through April 2013. Screenings include measurements for height/weight (Body Mass Index), blood pressure, total cholesterol, HDL, LDL, triglycerides and blood sugar (glucose). To register for an appointment near you, visit the DelaWELL Health Portal at https://delawell.alerehealth.com. After you log in, click on the "Appointment Registration" link located on the left menu under Health Screenings.



Have you checked your life insurance beneficiaries lately?

Why are beneficiaries important?

Naming a beneficiary is an important benefit of life insurance ownership. It determines who receives the proceeds of your death benefit. Under current tax law, life insurance proceeds paid to beneficiaries are not considered taxable income. Over time, events such as marriage, divorce, birth, adoption of a child and/or death of a loved one may dramatically change the intent of how you want your life insurance benefit paid. Take the time today to make sure your beneficiary designations are current.

Some common beneficiary choices are:

- Primary beneficiary(ies) The person or persons named will receive the proceeds.
- Contingent (Secondary) beneficiary(ies) If the primary beneficiary is deceased, the proceeds will be paid to the contingent beneficiary.
- **Irrevocable beneficiary(ies)** Once you designate the beneficiary, you may not change it without the beneficiary(ies) signed authorization.
- **Default beneficiary** If you do not make a beneficiary designation, or if there is no named beneficiary alive at the time of your death, benefits will be paid in the following order of priority: your spouse, if living; otherwise your natural and legally adopted children, if living; otherwise your parents, if living, or your estate.

Check your beneficiary(ies) online

- Check your beneficiary designation(s) at any time using Minnesota Life's web site, www.LifeBenefits.com. It allows you to have direct access to view and update your beneficiary designation(s) online. For spouse and child coverage, you (the employee) are the automatic beneficiary.
- If this is your first time logging onto **www.LifeBenefits.com**, the "User ID" is the letter "d" followed by your 6-digit State of Delaware ID number. The "Password" is your 8-digit date of birth (mmddyyyy) plus the last 4-digits of your SSN. If you previously logged onto **www.LifeBenefits.com**, you changed the password. Employees unable to remember their unique password are encouraged to call Minnesota to speak with a customer service representative who will reset your password.

Beneficiary Financial Counseling

This service is available to beneficiaries who receive at least \$25,000 in policy benefits. They will be invited to use independent beneficiary counseling services from PricewaterhouseCoopers LLP (PwC). Beneficiaries receive materials explaining the program with the insurance benefit check. The package outlines options available for the beneficiary and provides contact information for PwC. Some resources include; a beneficiary reference guide and a financial fitness assessment. There are no product sales involved.

Questions?

Call Minnesota Life at 1-877-215-1489 Monday through Friday, 8:00 a.m. to 7:00 p.m. (ET), or email at lifebenefits@securian.com. You may also contact Leslie Ramsey at the Statewide Benefits Office at (302) 739-8331 or by email at leslie.ramsey@state.de.us.



Fast Facts... About Blood and Blood Donors

- Every three seconds, someone needs blood.
- Members of the Blood Bank and their dependents are covered for unlimited blood replacement at any hospital in the United States.
- Before we reach the age of 72, 95% of us will need blood or a blood product.
- A blood donation appointment takes about an hour of your time and will help save LIVES.
- Over 40,000 units of blood are used every day in the United States; about 370 people are needed DAILY in the Delaware/Eastern Shore area to ensure a safe and adequate blood supply.
- You cannot get any diseases from giving blood. The Blood Bank uses a new, sterile needle for every blood donation. It is then discarded.
- The Blood Bank performs infectious disease tests (for AIDS, Hepatitis B and C, Syphilis and a virus that can cause a rare type of leukemia, to name a few), to keep the blood supply safe.
- One blood donation can be separated into several components (blood types) that can help save the lives of up to 3 people.
- How rare is your blood? O positive is the most common blood type (1 in 3); AB negative is the rarest (1 in 167); O negative is the "universal donor," which means that it can be given to anyone in an emergency.
- The rarest type of blood is the one not available when you need it.
- The Blood Bank of Delmarva asks every family to join its membership plan and take a turn providing blood approximately once every 12 months for the community by either:
 - Giving blood yourself or
 - o Having someone else give for you or
 - Paying \$30 (the current cost of replacing one pint of blood in our area)
 - Most healthy people can donate blood. Anyone can join, even if you can't give blood yourself.

The program is available to all State employees. The State will pay the \$5 annual dues for all permanent full-time employees. Permanent part-time and casual/seasonal employees must pay the \$5 annual fee, which is taken via a pre-tax payroll deduction on the first pay of the calendar year or the first pay after enrollment in the Blood Bank.

Blood Bank applications are no longer required for employees electing to join the Blood Bank during open enrollment or any other time during the year. Please contact your organizations' Human Resources or Benefits Office for assistance in enrolling in the Blood Bank.

More information is available at http://ben.omb.delaware.gov/blood/index.shtml.